

### Class Concept

Work in this class involves providing case management services, counseling, and supervision of adjudicated undisciplined or delinquent juveniles to assure compliance with court ordered dispositions. Work involves: the assessment of juvenile and family needs to develop and implement plans for treatment and complying with court orders; monitoring juvenile and family progress through home visits, residential placement, or Youth Development Center, office, and school visits, and contact with other human service agencies providing services to the family; and, providing transitional and post-release supervision and support services to facilitate community re-entry and continuing treatment needs. Employees may be responsible for: evaluating complaints against juveniles to determine whether to divert the complaint or to initiate court action; conducting in-depth risk and needs assessments, and family social histories to develop treatment and sanction recommendations for disposition. Employee recommendations match the risk and needs of the juvenile and family with services which have been found to be effective best practice or evidence-based practices to address key life domains. Employees recommend or issue secure custody orders in compliance with local Judicial District Administrative Orders. Employees serve as an officer of the Court to issue and serve court orders and documents, and to apprehend and secure physical custody of juveniles. Employees participate in an on-call rotation to provide after-hours response for emergency needs of juveniles, making decisions regarding and arranging for or providing transportation of juveniles in need of secure or non-secure custody. Employees participate in and lead interagency, multidisciplinary planning and team meetings to assure implementation of a comprehensive and coordinated array of effective services. Employees maintain extensive court records and documentation in a statewide online juvenile database.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Working knowledge of juvenile laws, statutory guidelines, procedures, and requirements, and social agencies and community resources relevant to the program and client needs
- Considerable knowledge of adolescent development and family, group, and juvenile delinquency dynamics and intervention techniques
- Thorough knowledge of a wide range of behavioral, socioeconomic, and psychosocial problems and their treatment
- Skill in establishing rapport with juveniles and families and in assessing juvenile/family strengths and dysfunctions, and an understanding of the psychosocial, behavioral, and psychological aspects that contribute to these issues
- Skilled in crisis intervention and the application of counseling techniques and principles
- Ability to establish and maintain effective working relationships with juveniles and families, as well as civic, legal, social organizations, school, and Court personnel
- Ability to impartially analyze information, communicate clearly and concisely, and plan and execute work to effectively manage workload

#### Minimum Education and Experience

Bachelor's degree in a human services field such as social work, psychology, counseling, or criminal justice from an appropriately accredited institution and two years of experience in counseling or working with the juvenile/family client population and/or related human service case management experience; or

Master's degree in a human services field from an appropriately accredited institution and one year of experience in counseling or working with the juvenile/family client population and/or related human service case management experience; or an equivalent combination of education and experience.

Minimum Education and Experience for a Trainee Appointment

Bachelor's degree in a human services field such as social work, psychology, counseling, or criminal justice from an appropriately accredited institution; or

Master's degree in a human services field from an appropriately accredited institution; or an equivalent combination of education and experience.

Necessary Special Qualifications

Applicants for positions designated as Juvenile Justice Officers are subject to and must meet the hiring and training standards established by the North Carolina Criminal Justice Education and Training Standards Commission, as defined in Title 12, Chapter 9 of the NC Administrative Code, by the statutory authority of GS 17C.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.